

### **GAMING AGENT**

**DEFINITION:** Under general supervision, performs work of moderate difficulty in monitoring casino activities; ensures compliance with all Federal, State and Navajo Nation gaming laws and regulations; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Monitors casino floor, observes customers and employees to ensure compliance with the Compact, Gaming Code, Gaming Commission Regulations and casino internal controls; writes incident reports of violations; monitors customers and employees to ensure no cheating or illegal gaming devices are allowed; monitors customer behavior; counsels and/or takes appropriate disciplinary action on employees for procedural violations.

Monitors money transfers, observes cash drop procedures; controls keys to secured areas; monitors use of keys for EPROM chips; observes EPROM chip changes and prepares appropriate documents for the changes; checks log of key control boards to ensure all keys are accounted for; monitors log sheet for key usage.

Monitors surveillance activities to ensure compliance with established policies and procedures; conducts investigations of patron disputes, possible violations of policies and procedures, and/or violations of Compact provisions; verifies jackpots; assists patrons and answers general questions regarding gaming regulations, policies and procedures; escorts State Gaming Agency personnel during inspections.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of Federal, State and Navajo Nation regulations.

Knowledge of Navajo Nation Gaming Ordinance.

Knowledge of casino internal controls and operational procedures.

Knowledge of documentation/recordkeeping principles and practices.

Knowledge of monitoring techniques for possible illegal gaming practices and devices.

Knowledge of surveillance equipment and its usage.

Knowledge of public relations/customer service practices and procedures.

Knowledge of general security practices and procedures.

Skill in the use of personal computers and programs.

Skill in written and oral communication necessary for documenting and reporting incidents, and explaining gaming practices, policies and procedures to upper management, customers, employees and regulatory agencies.

Skill in mingling with customers and employees on the floor to monitor disruptive behaviors or cheating.

Skill in observing employees for machine compliance with gaming regulations.

Skill in observing and monitoring employees to ensure compliance with internal controls and management practices and procedures.

Skill in applying customer service/public relations in responding to customer and employee inquiries and/or complaints.

Skill in investigating incidents and complaints.

Skill in establishing and maintaining effective working relationships with Federal, State and Navajo Nation regulatory agencies, upper management, co-workers and the general public.

**GAMING AGENT**

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical effort primarily in an office setting.

**MINIMUM QUALIFICATIONS:**

- A high school diploma or GED; and four (4) years of investigation, regulatory and/or closely related gaming work experience.

**PREFERRED QUALIFICATIONS:**

- An Associate's degree in Criminal Justice, Law Enforcement or closely related field.
- Proficient in Microsoft Office software or other computer applications.

**SPECIAL REQUIREMENTS:**

- A favorable background investigation.
- Must possess or have the ability to obtain a valid gaming license/certification from the State of Arizona, New Mexico and/or the Navajo Nation Gaming Regulatory Office.
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.